

KEF

4 Decoy Avenue, London NW11 0ET

Inspection under the social care common inspection framework

Information about this residential holiday scheme for disabled children

KEF is a Jewish, London-based charity supporting the lives of children and young adults who have physical and learning disabilities and their families. The organisation has been holding camps since 2006. KEF provides a range of residential camps throughout the year for children aged from four upwards. Separate camps are held for different age and gender groups.

Inspection date: 16 March 2018

Overall experience and progress of children and young people, taking into account: **good**

How well children, young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The residential holiday scheme for disabled children provides effective services that meet the requirements for good.

Date of previous inspection: not applicable, first inspection since registration.

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Key findings from this inspection

This residential holiday scheme for disabled children is good because:

- The organisation provides a meaningful action-packed break, within a Jewish orthodox ethos, which is open to all Jewish children. Children have the option of observing their religious traditions.
- Children benefit from an extensive range of enriching activities. Camps provide a fun opportunity for children's personal development.
- The camp has excellent health arrangements. The provision of a doctor ensures good clinical oversight of health conditions.
- Children benefit from individualised support and the warm, nurturing relationships enable them to relax and flourish.
- Children receive a wide range of information in a pictorial format. This enables them to have a voice and express their feelings.
- Parents and school staff inform the comprehensive, person-centred care plans and behaviour support plans.
- Leaders and managers prioritise the safety and welfare of all children. The protection of children runs like a thread through working practices.
- Children benefit from a good risk-management system. The wide range of assessments identify hazards and the actions needed to minimise risks during their break.
- Children benefit from the effective leadership and management arrangements. There are clear understanding and implementation of the regulations and the national minimum standards.
- The organisation has a commitment to equal opportunities and all involved are ambitious for each child.
- Camps are well organised and there is a high staffing ratio. Children receive care from a committed, energetic staff group.
- Children benefit from the organisation's strong cycle of continual improvement. Consultation with them, their parents and staff contributes to the positive development of camp.

The areas for development for the residential holiday scheme for disabled children:

- The statement of purpose should clearly detail the sleeping arrangements. This relates to those children who require support at night. The current statement could be open to negative interpretation.

What does the residential holiday scheme for disabled children need to do to improve?

Recommendations

- Ensure the scheme has a clear statement of purpose. This relates to the sentence regarding sleeping arrangements. (National Minimum Standard 7.1)

Inspection judgement

Overall experiences and progress of children and young people: good

Children enjoy a break within a setting which actively respects and promotes their cultural and religious traditions. The holiday scheme succeeds in offering children friendship, fun and the opportunity to thrive. The holiday scheme also gives both the children and their families a break from their day-to-day routine, providing valued respite for parents. A parent explained that they 'have no words to express our gratitude towards the KEF team'.

This holiday scheme was originally a weekend break for older boys. Children usually know each other from school or after-school clubs. They enjoy spending time with their peers in a different, informal setting. A child described the holiday scheme as 'awesome' and 'the best'. A parent defined the care as 'amazing'. Another parent highlighted that their son 'greatly benefits from the programmes and the social aspect that the holiday scheme gives him'.

Children benefit from an extensive range of enriching activities. Their programme includes playing games, art and crafts, soft play, watching a movie, swimming, music and dance sessions. The holiday scheme aims to help children achieve their maximum potential. Children also enjoy trips out in the community and visiting popular attractions; an example is London Zoo.

Children have the option of observing their religious traditions, celebrating the Shabbat and participating in daily prayers. The holiday scheme provides a kosher diet and caters for children's diverse dietary needs. Children receive a book, a daily diary and a slide show which creatively capture memories of their holiday scheme experience. The holiday scheme has excellent health arrangements. The provision ensures safe administration of medication and clinical oversight of health conditions.

Talent shows offer children an opportunity to showcase their skills. The holiday schemes provide a fun opportunity for children's personal development. Staff celebrate children's achievements in a specific ceremony and this recognition further enhances children's self-esteem. Examples of achievements are children taking their first steps, trying new foods and improving their social skills. Children receive encouragement to develop their independent living skills; an example of this is making their packed lunch. The registered manager highlighted the wish for children 'to feel a million dollars'.

Children benefit from individualised support through their allocated volunteer counsellor. The warm and nurturing relationships enable children to relax and flourish. A parent described their child's counsellor as 'very friendly and enthusiastic'. Counsellors described themselves as being 'very loyal and proud' of their role. Counsellors felt that the best things about camp were the 'amazing atmosphere and seeing children happy and excited'.

Parents and school staff inform the comprehensive, person-centred care planning, highlighting the specific needs of each child. Children and parents benefit from their own information guide, which clearly outlines the aims and objectives of the camp experience. Children's opinions matter and the organisation gives them a voice. Children have the confidence to express their wishes and they complete evaluations at the end of each holiday scheme to comment on their experiences.

Children receive a wide range of information in a pictorial and easily accessible format. The use of specific symbols-based software creatively explains important matters affecting them. Examples are their welcome pack, daily programmes and menu choices. Social stories also assist with expanding children's levels of understanding.

The holiday schemes take place within wheelchair-accessible venues. Children enjoy their breaks in comfortable accommodation, with varied communal areas. Staff personalise the building with organisational bunting and pictorial signs. The latter help children to become familiar with their new environment. Toys, books, bean-bags and a range of equipment help to create a homely atmosphere. Children benefit from dedicated rooms reserved for play and the creation of their own place of worship.

How well children and young people are helped and protected: good

Leaders and managers prioritise the safety and welfare of all children. A parent stated that 'safety is top of the list'. Children have a wide range of pictorial information to inform their knowledge on fire safety, complaints and safeguarding. The activity programme includes orientation of the building and a fire drill on the first evening. Children also receive protection from individual evacuation plans that staff understand.

There are good health and safety, fire safety and security arrangements. Pre-camp visits ensure that venues are suitable for the needs of children. There is a venue risk assessment and evacuation plan. Certificates confirm the safety of the gas and electrical supplies. The organisation also has appropriate insurance. Leaders and managers demonstrate good inter-agency working with the venue regarding health and safety matters.

The registered manager is one of the lead safeguarding officers within the organisation. Children's welfare is at the centre of safeguarding arrangements. Staff and all those involved in working at the holiday scheme have the necessary safeguarding and child protection training. Safeguarding policies and procedures meet regulatory requirements. There is a recognition among staff that disabled children have an increased risk of abuse.

Staff feel confident in their duty to safeguard children. They are clear about the reporting procedure and their whistleblowing responsibilities. Children feel safe to disclose any worries, an example being the prompt reporting of a child's concerns. The protection of children runs like a thread throughout documentation and

meetings. This helps to create a safe environment, which focuses on children's best interests.

The organisation ensures that staff working at the holiday scheme undergo a wide range of training, which promotes the welfare of children. Topics include first aid, medication, the moving and positioning of people and dignity in care. A volunteer highlighted that the training 'gives them the confidence to care for children'. A number of volunteers stated that 'safeguarding is their main priority'. All staff have been subject to safe recruitment checks, and this helps to safeguard children. The interview process requires applicants to demonstrate a good understanding of safeguarding and child protection.

Children benefit from a good positive behaviour support plan, which is produced in partnership with parents and schools. This outlines their triggers, identified behaviours, preventative strategies and reactive strategies. There are no issues regarding behavioural management. Staff work well in promoting positive behaviour through instilling firm boundaries. Staff have not had to use any physical interventions or sanctions. Occasionally they use a verbal reprimand to promote socially acceptable behaviour.

Children benefit from a good risk management system. The wide range of assessments identify hazards and the actions needed to minimise risks during their break. Children enjoy being at the holiday scheme and there are no issues with them going missing. Security arrangements and a high staff ratio also ensure their safety. There are no concerns in relation to bullying or expressing extremist views.

The effectiveness of leaders and managers: good

Children benefit from the effective leadership and management arrangements. The highly supportive senior leaders have a good understanding of the regulatory framework. Parents greatly appreciate the professionalism of the service. The organisation succeeds in providing an inclusive, warm family atmosphere for children. The statement of purpose sets out the ethos and objectives of the holiday scheme. The holiday scheme is achieving its stated aims and objectives. The only issue relates to clearly detailing the sleeping arrangements. This relates to those children who require support at night. The current statement could be open to negative interpretation.

The responsible individual is the founder of the organisation. This came from her personal experience caring for her disabled daughter. The registered manager has been organising holiday schemes for approximately seven years. This individual has recently enrolled on an appropriate leadership and management qualification. Volunteers describe the registered manager as 'unbelievable', 'fantastic', 'structured', and 'approachable'.

The holiday scheme is committed to providing children with an outstanding holiday experience, regardless of their learning, behavioural, developmental or social needs.

While open to all, the organisation has an orthodox Jewish ethos. Its philosophy mirrors the home life of children, many of whom come from religious families. The organisation has a commitment to equal opportunities and all involved are ambitious for each child.

Alongside the holiday schemes, the organisation provides a range of services for disabled children. All children go to either the Sunday club, sports or swimming club. They also facilitate a support group for mothers. A parent described being 'greatly indebted', and that they 'have nothing but praise and admiration for the organisation and all the volunteers'. A parent stated that, 'All staff members are welcoming, professional and caring.' The good rapport between staff and children contributes to the relaxed, amiable atmosphere. Staff receive great satisfaction and they highlight that it is 'a privilege' to assist at the holiday scheme.

The holiday schemes are well organised and children receive care from a committed, energetic staff group. The holiday scheme has a high staffing ratio and a clear structure. All staff are volunteers and they include support staff and a doctor. All staff have experience in the organisation's holiday schemes, and most participate in the weekly Sunday schemes and after-school clubs. This provides very good continuity of care, as children are already familiar with the volunteers. Staff are from the orthodox, tightly knit and mutually supportive Jewish community.

Staff take pride in their supportive way of working, stating that their aim is to provide 'an outstanding service'. The day before each holiday scheme takes place they receive extensive training. This includes general guidelines and training on varied topics, which include autistic spectrum disorder, learning disability and sensory processing disorders awareness. During each holiday scheme, staff have daily meetings. They also receive ongoing support, enabling them to reflect routinely on their work.

Children benefit from the organisation's strong cycle of continual improvement. The effective quality assurance system enables leaders and managers to measure the success of each holiday scheme event. This is a listening organisation, where leaders and managers action suggestions: examples are producing key chains with symbols to help children express their emotions; and visual timetables for activities. Debriefings and evaluations after each holiday scheme contribute towards the improvements in the quality of care.

Leaders and managers know their strengths and the gaps in their service. The registered manager highlighted the wish to 'accommodate everyone'. Leaders and managers wish to continue to involve children in the development of the service and extend their work with schools. Leaders and managers work in partnership with other Jewish organisations. They are currently working with an organisation which aims to strengthen the orthodox Jewish community infrastructure, the aim being to improve access to services and achieve better outcomes.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of the help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the residential holiday scheme for disabled children knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Residential Holiday Schemes for Disabled Children (England) Regulations 2013 and the national minimum standards.

Residential holiday scheme for disabled children details

Unique reference number: 1263370

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Registered provider address: 4 Decoy Avenue, London NW11 0ET

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Inspector

Sharon Payne, social care inspector



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